



Department of Medical Assistance Services
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Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Elderly or Disabled with Consumer Direction Waiver
Providers Participating in the Virginia Medical Assistance
Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO: Update

DATE: 10/10/08

SUBJECT: Update to the Elderly or Disabled with Consumer Direction Waiver
Provider Manual

The purpose of this memorandum is to notify you of changes to Appendix C of the *Elderly or Disabled with Consumer Direction Waiver Provider Manual*. The attached table shows the changes to the Provider Manual. Please retain this information and review these changes carefully.

Appendix C

Significant changes have been made to the *Employee Management Manual* that is located in Appendix C. This manual provides information about the responsibilities and benefits that come with consumer direction, including hiring, training, supervising, and firing attendants who will be providing consumer-directed services to waiver participants who choose this model of service delivery. It also includes information on Public Partnerships LLC, which is the current consumer-directed fiscal agent.

To access the current version of the *Employee Management Manual*, go to the DMAS website at www.dmas.virginia.gov. Click on "Long-Term Care and Waiver Services." The manual appears under the "Manuals and Forms" section on the website. It is no longer located in hard copy in Appendix C of this manual. Future updates will be made to the employer manual that is on the DMAS website. Please note that it is now titled, *Consumer-Directed Services in the Community-Based Waivers Employer Manual*.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior-

authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and the manual updates that are requested.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-newsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

Attached Number of Pages: (1)

**ELDERLY OR DISABLED WITH CONSUMER DIRECTION
PROVIDER MANUAL**

**REVISION CHART
October 10, 2008**

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Appendix C	Appendix C	Appendix moved to DMAS website at www.dmas.virginia.gov ; Appendix C is now "reserved"	Entire Appendix	10/10/2008

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Appendix C	Appendix C – <i>Employee Management Manual</i>	Appendix C – Reserved (one page)	The <i>Consumer-Directed Services in the Community-Based Waivers Employer Manual</i> (replaces <i>Employee Management Manual</i>) is found at www.dmas.virginia.gov .